

Track: The Evolution of CAHPS Instruments
Session: Update on the C-G Visit Questionnaire
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An Update on the Clinician & Group Visit Questionnaire

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Rationale for Visit Questionnaire

- Physicians
 - Are familiar with visit-based evaluations
 - Perceive them to be more valid and credible than periodic assessments
- Data may be especially useful for quality improvement

Developmental History of Visit Questionnaire

- First version drafted in 2008
- Field tested in 2009
 - Minnesota Community Measurement
 - Allina medical group compared visit questionnaire with 12-month questionnaire
- Visit survey performed similar to 12-month questionnaire except access items

Visit Questionnaire Domains (Number of items)

- Composites
 - Doctor communication (6 items)
 - Office staff (2 items)
 - Access (5 items)
- Global items
 - Rating of doctor (1 item)
 - Recommend doctor's office (1 item)

Visit Questionnaire Reference Periods

- Most recent visit
 - During your most recent visit, did this doctor explain things in a way that was easy to understand?
 - *Yes, definitely; Yes, somewhat; No*
- 12-months
 - In the last 12 months, when you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
 - *Never; Sometimes; Usually; Always*

Next Steps

- Additional testing
 - Cognitive testing
 - Field testing
- Looking for partners

